

## **“Speaking My Language”- Providing Government Information Services in Multiple Languages – Chat log**

from Aimee Quinn to Host, Presenter & Panelists:  
Great to have you all hear and many, many thanks!

from Aimee Quinn to All Participants:  
Please put any questions you have in the chat! Will answer as we can. Thank you!

from Tekla Slider to All Participants:  
Which translation apps do you have the most success with?

from Kris Aberly to All Participants:  
Can we have a list of translation apps you find helpful?

from Janelle Breedveld to All Participants:  
Is the sound cutting out for anyone else?

from Arlene Weible to All Participants:  
Many libraries in Oregon use Language Line: <https://www.languageline.com/>

from Samantha Thompson-Franklin to All Participants:  
could Alex back up a bit and tell us about the patron who need translation help? His audio had cut out at that point. Thanks!

from Aimee Quinn to All Participants:  
We also use <https://www.languageline.com/> as Arlene mentioned.

from Alex Estabrook to All Participants:  
The apps we use in Nashua are:

from Alex Estabrook to All Participants:  
Translate (Apple's native app), DeepL, and Google Translate

from Caroline Gilson to All Participants:  
The USGS has included some Hawaiian language with their volcano information. Perhaps we continue to encourage this?

from Aimee Quinn to All Participants:  
+1 Caroline, that is exactly the kind of input we seek.

from Arlene Weible to All Participants:  
In Oregon, we have found that state agencies have translation resources available to them, but may forget to use it. I think if librarians tell agencies there is interest in having specific publications translated, they may be open to producing more!

from Elisabeth Garner to All Participants:

It's very low

from Arlene Weible to All Participants:

A great resource to help with signage and other basic library directional language is available from REFORMA: Spanish for Librarians: <https://docs.google.com/document/d/1oJF4OY3faYinFteXUXhV-hLADdIIaWQ8hBDKt84P0ng/edit>

from Jose Torres to All Participants:

Excelente!

from Kris Abery to All Participants:

Thanks for the links. These are great resources.

from Cindy Etkin to All Participants:

Report and Recommendations of the Unique Challenges, Underserved Populations, and Federal Depository Libraries Working Group (March 31, 2023) <https://www.fdlp.gov/file-repository-item/report-and-recommendations-unique-challenges-underserved-populations-and>

from Thomas Rohrig to All Participants:

Thanks for this wonderful info! UNT is a wonderful depository. What sort of pocket translators do you have? Thanks

from Marina Bacchetti to All Participants:

Yes, very true, Deborah. Well said.

from Malea Walker to All Participants:

Amen, Deborah.

from Deborah Yun Caldwell to All Participants:

Re: the pocket translators: I have asked and hopefully will get an answer before the session ends :)

from Deborah Yun Caldwell to All Participants:

If I don't, you can contact me at [deborah.caldwell@unt.edu](mailto:deborah.caldwell@unt.edu) and I will get back to you.

from Tekla Slider to All Participants:

Would there be opportunities while GPO is at ALA or AALL this summer?

from Arlene Weible to All Participants:

Going to REFORMA events for focus groups would also be a good idea.

from Thomas Rohrig to All Participants:

Deborah, Thank you!

from Deborah Yun Caldwell to All Participants:

@Arlene in the report they do mention consulting REFORMA :)

from Sarah Dobransky to All Participants:

How many of you take advantage of the Spanish and other language materials from Pueblo?  
<https://pueblo.gpo.gov/Publications/PuebloPubs.php>

from Kelly Seifert to Host, Presenter & Panelists:  
1 minute

from Aimee Quinn to All Participants:  
Thank you, Sarah! I do!

from Kris Aberly to All Participants:  
Yes. The Pueblo website is great for material in other languages

from Kelly Seifert to Host, Presenter & Panelists:  
we are out of time

from Susanne Caro to All Panelists:  
CDC sometimes has translation in many languages- at least they did for covid.

from Kate Irwin-Smiler to All Participants:  
Thanks, all! This was great!

from Dasheka Whitaker to All Participants:  
Thank you.

from Jen Kirk to All Participants:  
Thank you to the presenters and to UCUP for organizing this session!

from Sarah Dobransky to All Participants:  
Thank you!

from Janet Gutierrez to All Participants:  
Thanks a lot. Excellent. Excelente.

from Charlie (she-her) Amiot to All Participants:  
Thank you!

from Lisa Pritchard to All Panelists:  
That was great! Thank you!

from Angela Bonnell to All Participants:  
Thank you!

from JoAnna McCulley to All Panelists:  
Thank you!

from Stephen Kharfen to All Participants:  
Thank you very much

from Taunya Pappenfus to All Participants:  
Thank you!

from Marina Bacchetti to All Participants:  
Many thanks! Kudos!

from troy jump to All Participants:  
Thank you!

from Robert Nix to All Participants:  
Thank you! Very informative!